



Wisconsin Shares EBT Basics for Child Care Providers



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Introduction

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Wisconsin Vision

**Parents will initiate
Wisconsin Shares payments
to child care providers via an
Electronic Benefits Transfer (EBT) card**

EBT Card Benefits for Parents

- Reinforces that Wisconsin Shares child care subsidy program is a financial benefit program for working parents.
- Puts the parent in charge of the selection, purchase, and payment for child care services.
- When selecting care, parents will understand the costs and see the value of high-quality child care.
- Promotes a business relationship between parents and providers.
- Parents are fully engaged in paying for their child care services; assists parents' transition to the private market.

EBT Card Benefits for Providers

- More closely mirrors private market: Agreement between provider and parent
- After selecting the provider, the child care benefits are placed on the EBT Card.
- Similar to private market practices, the parent initiates the payment to the provider, in advance, before care is provided.
- Increases stability for child care operators and promotes the continuity of care for children.
- Eliminates Wisconsin Shares attendance reporting, and speeds up the payment to the provider.

What is an EBT Card?

- Plastic card, similar to a bank card, issued to benefit recipients (or alternate cardholder)
- Card is loaded with benefits on a monthly or other periodic basis
- Cardholder (parent) initiates benefit transactions to service providers
- Card can be used *only* to access child care benefits – *not cash*

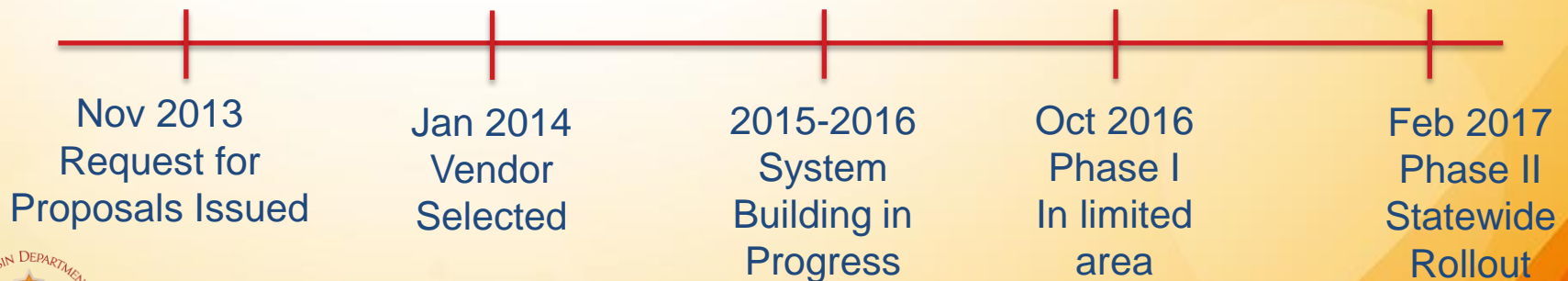
Wisconsin Shares EBT Card

SAMPLE CARD

Parent Name

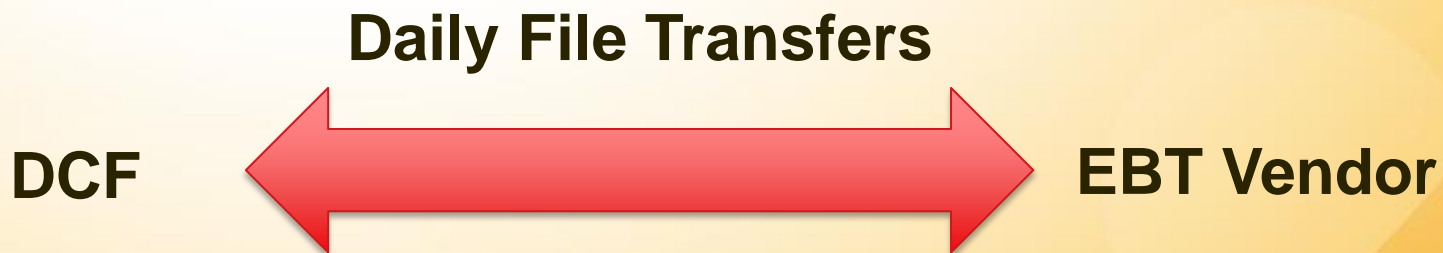
EBT Implementation Timeline

- Request for Proposals (RFP) – Issued November 2013
 - Specifications for Wisconsin Shares EBT Card
- Vendor Selected: FIS – Fidelity National Information Services
 - Experienced vendor
 - Implemented child care EBT card in Kansas and Utah
 - Phase I in late 2016 and Phase II in early 2017



How EBT Works

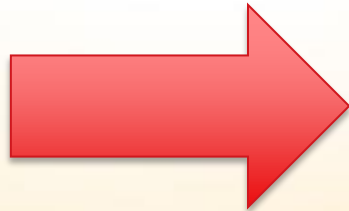
- Automated daily file transfers between Department of Children and Families and the EBT vendor (FIS)
- Files include: Parents, EBT Authorized Providers, Benefit Amounts
- Vendor issues the cards to parent/cardholder
 - One card per family (plus one optional alternate card holder)
 - Parent/cardholder activates the card and selects a PIN number



How EBT Works *(continued)*

- Child care authorized for each child and the provider designated by the parent.
- The amount “loaded” on the EBT Card will include the monthly Wisconsin Shares subsidy plus the YoungStar quality adjustment. The total amount placed on the EBT card will be capped so that it will not exceed the provider’s private pay rate.
- Parent initiates payments to provider via telephone, website, or swipe card
- Vendor sends payment to provider’s bank account within 1-3 banking business days
- There are *no EBT transaction fees* paid by parents or providers

**Authorized
amount
\$\$**



Wisconsin Shares EBT Card

SAMPLE CARD

Account #

Toll-free #

Website

Parent Name

Point of Service (POS) Card Reader Devices for Providers

- Available to providers from the vendor (Optional)
- Fee: \$14.50 per month
- Vendor is responsible to provide and maintain the POS device
- Vendor is responsible to train providers on the use of POS device



EBT Services for Parents

- Vendor (FIS) will operate a website for parents to access EBT information
 - Confirm that benefits are loaded and balances, and review transaction history
 - Initiate payments to providers
- Have a toll-free phone line to access EBT information and assist parents
 - Trained customer service agents for problem resolution
 - Report lost or stolen cards, etc.



EBT Services for Providers

- Vendor (FIS) will outreach providers; create contractual arrangement between the provider and FIS
- Enroll child care providers into the EBT database--including EFT banking information
- Have a provider web portal and a toll-free provider phone line
 - Providers can review payment transactions and payment history
 - Trained customer service agents for problem resolution



EBT Communication Plan

- 2014-15 Communication Plan for:
 - Provider Organizations
 - Counties, Tribes, and Child Care Workers
- 2016-17 Training and Outreach for:
 - Parents
 - Providers
 - Child Care Workers
- 2017 Information for:
 - Partners
 - Legislators
 - Public



Thank You and Q&A

